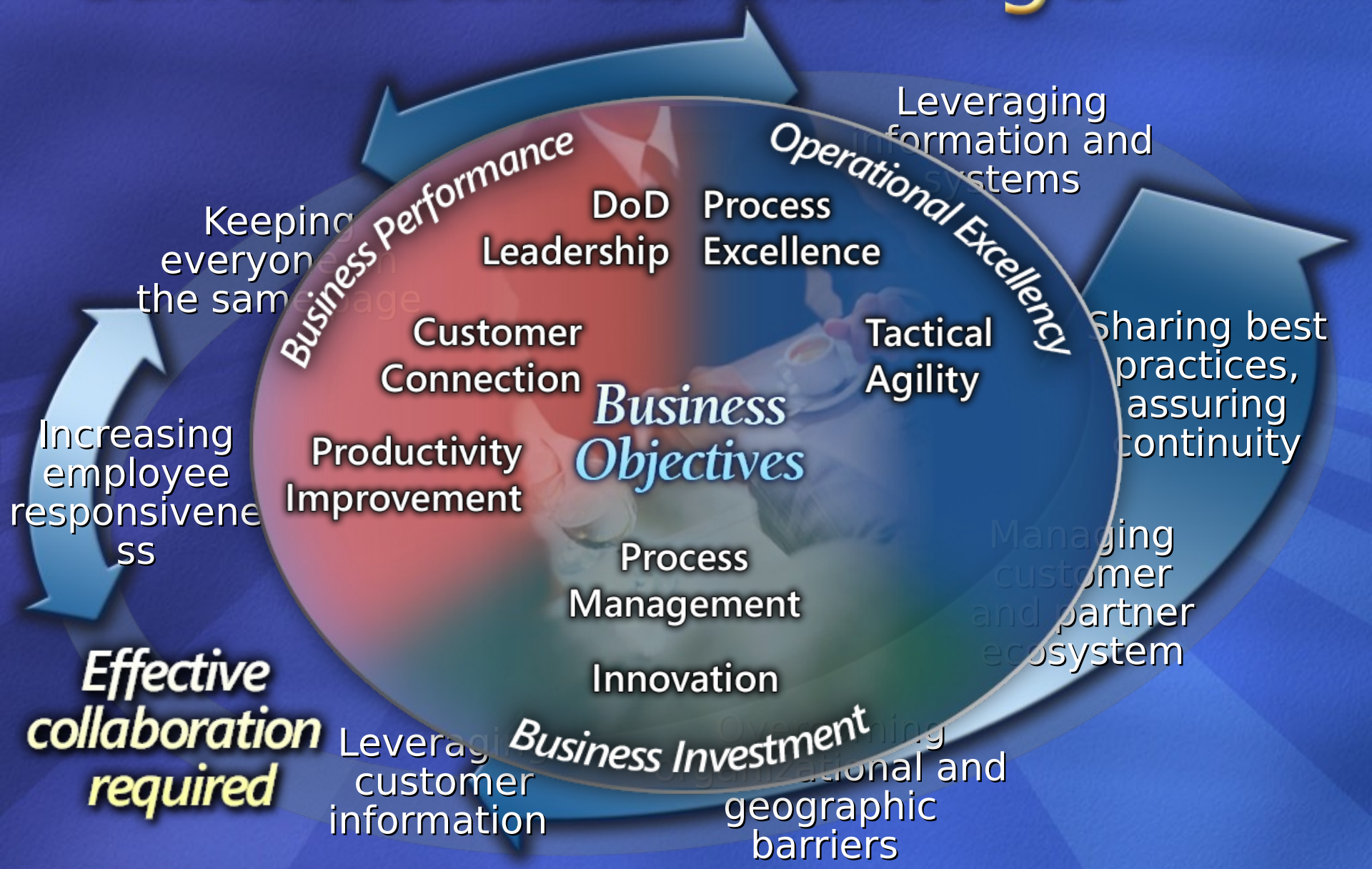
Creating Business Value In The Department Of Defense Through Collaboration

Dan Craytor
Solution Specialist – Department of Defense
Federal Advanced Solutions Team (FAST)
Microsoft Corporation

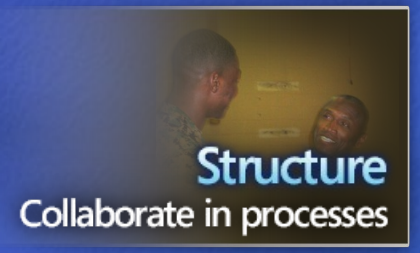
Current Business Challenges



needs

Microsoft Approach To Collaboration

Complete approach to address business and end user needs



Nature of collaboration
Structure vs. Informal

Scope of worker interactions

Collaboration Has Its Own Challenges

Changing workplace introducing new demands

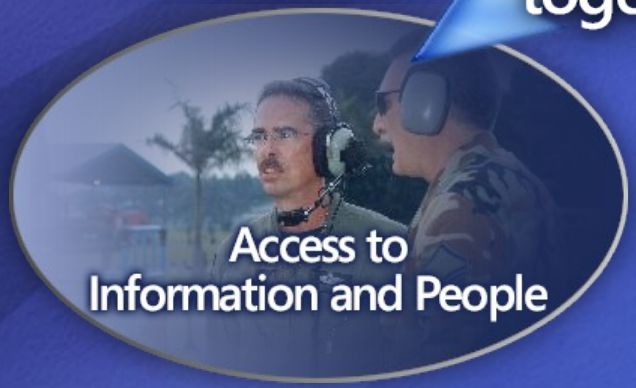
Operations in more diverse environments

More complex organizational environment and business requirements

IT focused on delivering business value

Microsoft Collaboration Vision

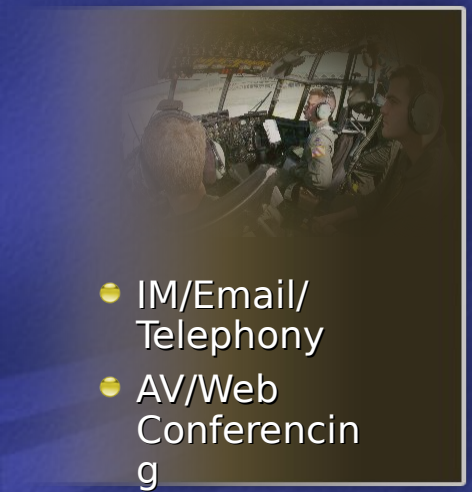
Providing software and services to deliver pervasive capabilities to enable people to work together more effectively



Software & Services For Contextual Collaboration

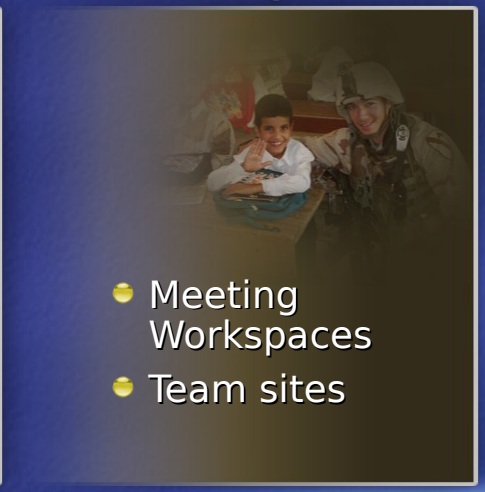
Collaboration as a set of pervasive services available in all contexts

Integrated Communications



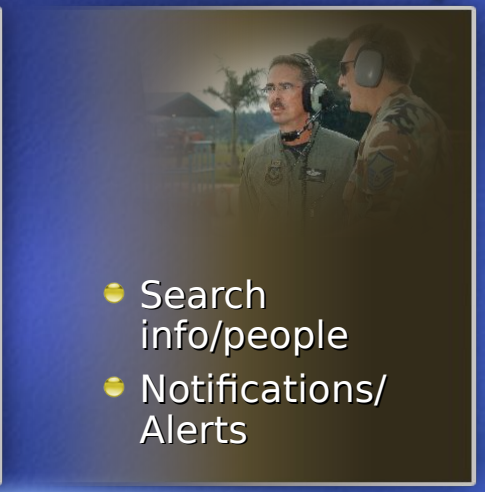
- IM/Email/ Telephony
- AV/Web Conferencing

Collaborative Work Spaces



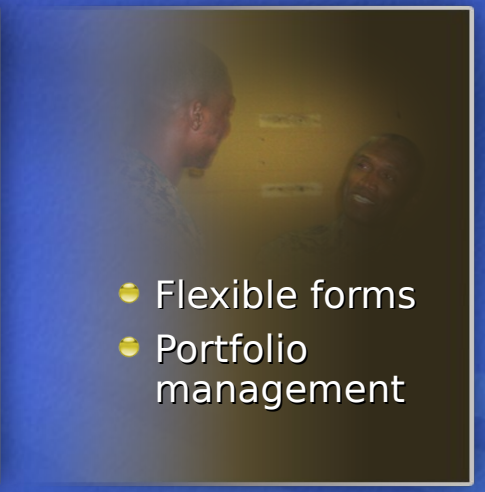
- Meeting Workspaces
- Team sites

Access to Information and People



- Search info/people
- Notifications/ Alerts

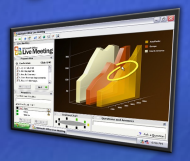
People – Driven Processes



- Flexible forms
- Portfolio management

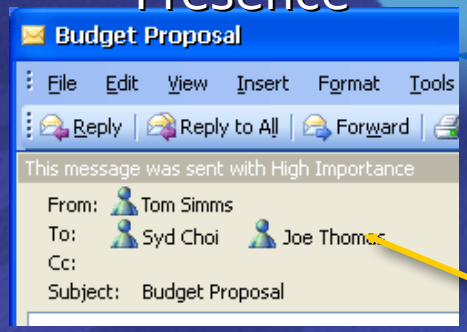
Integrated Communications

Simplification of the myriad of options is the key to value

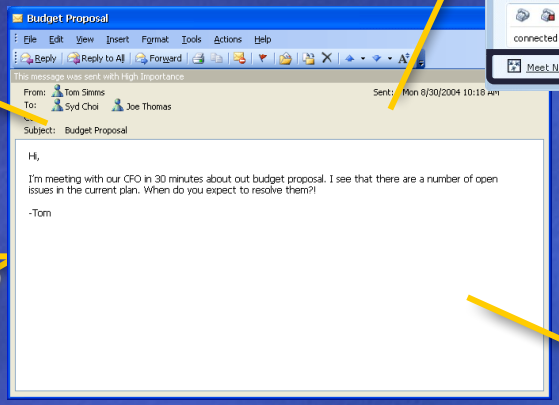


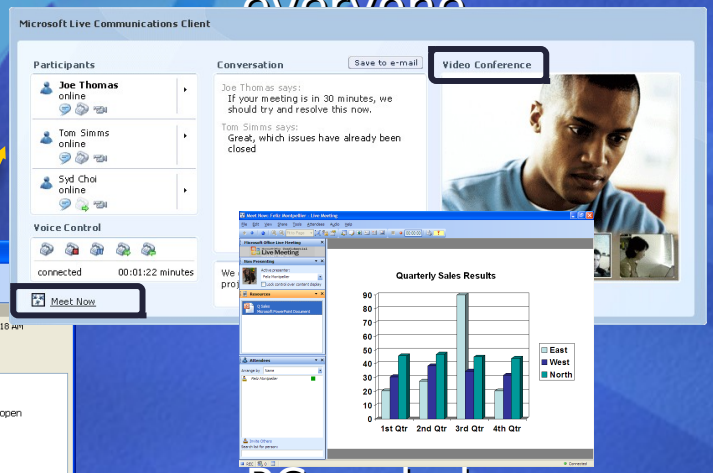
Know where people are → "Presence"

Web/video conferences for everyone



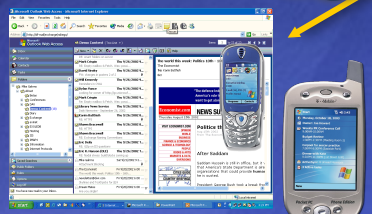
Communicate in context





Easily connect to services

WWW



PC and phone fully integrated

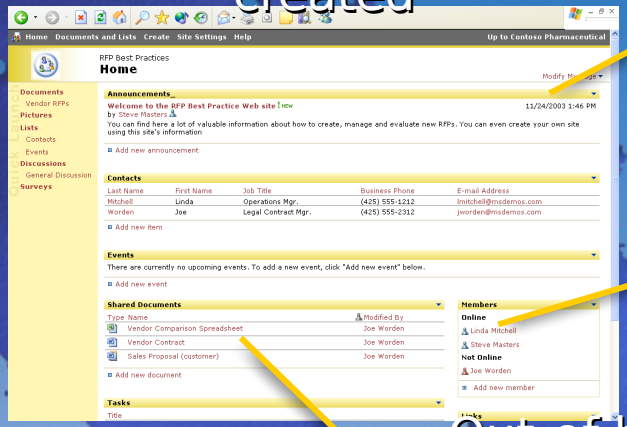
Scalable, manageable, integrated communications platform – enterprise quality and reliability

Collaborative Workspaces

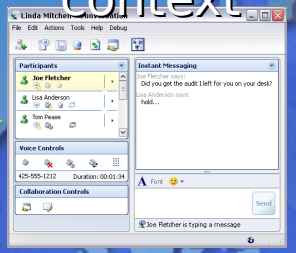
Stay on the same page in a common work area

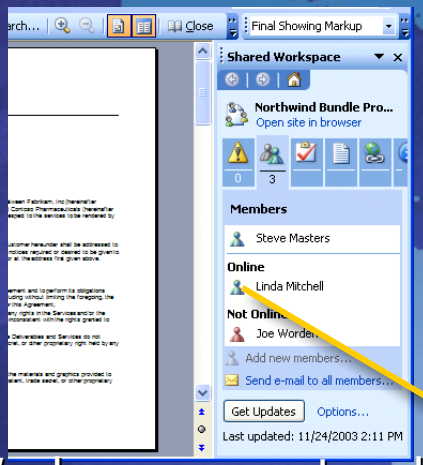
Self service workspaces easily created

Support for standard and custom web parts

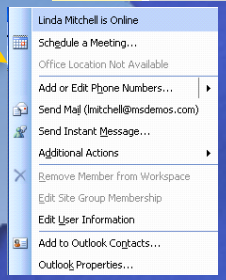


Collaborate in context

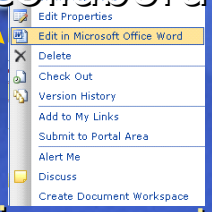




Workspaces extend document functionality



Out-of-box tools for collaboration



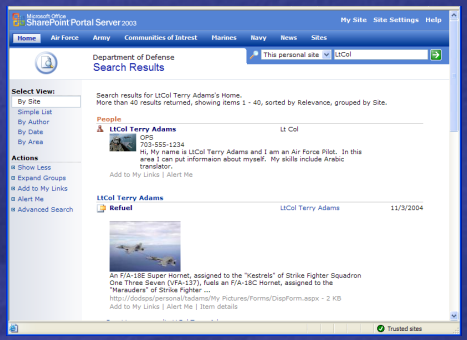
Single integrated environment based on familiar tools

Centralized control, deployment, and management

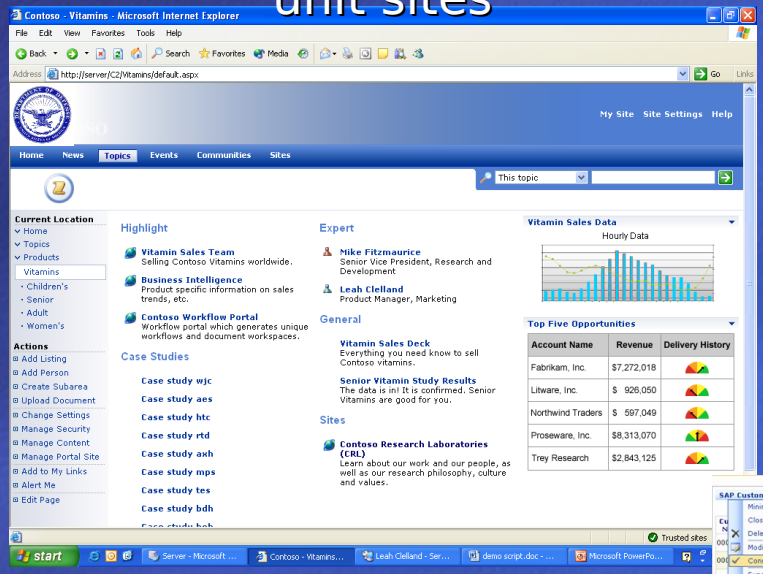
Access To Information And People

Make it easy to find people and information

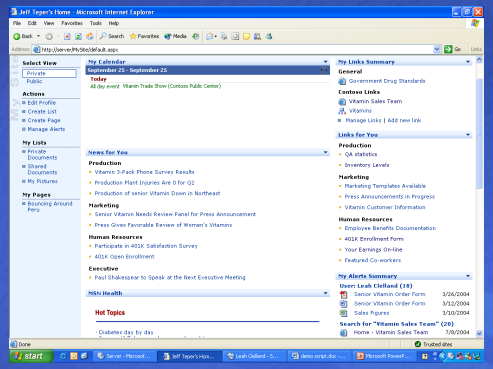
Out of box tools, ex: search, alerts, presence



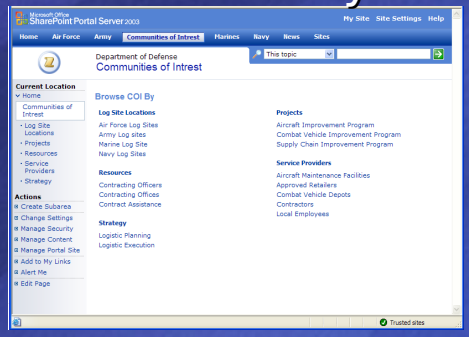
Organize team and unit sites



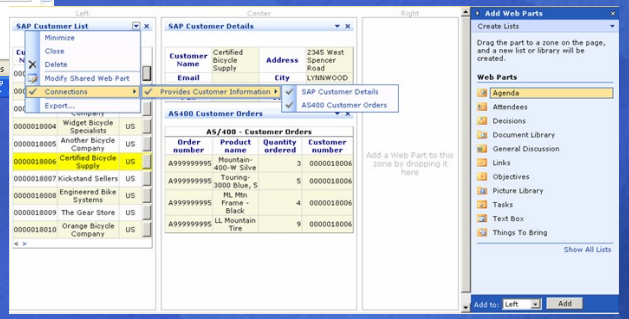
Personalization



Organize by topic or community



Integrate with LOB systems



Scalable deployment options for any size organization
XML and Web Services standards-based interoperability

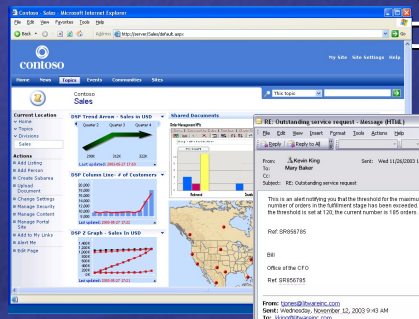
People-Driven Processes

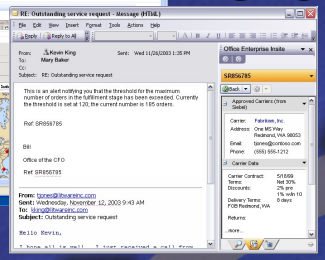
Seamless collaboration in core business processes

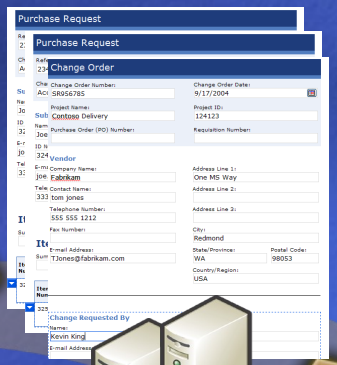
Personalized

Timely access to information

Alerts







Intuitive Forms

LOB systems data management

Workflow orchestration

Enterprise project management

Enhance process control and efficiency to reduce overall costs

Better manage process risks by increasing accuracy and predictability

Increase return on line-of-business system investments

Comprehensive View Key To Success

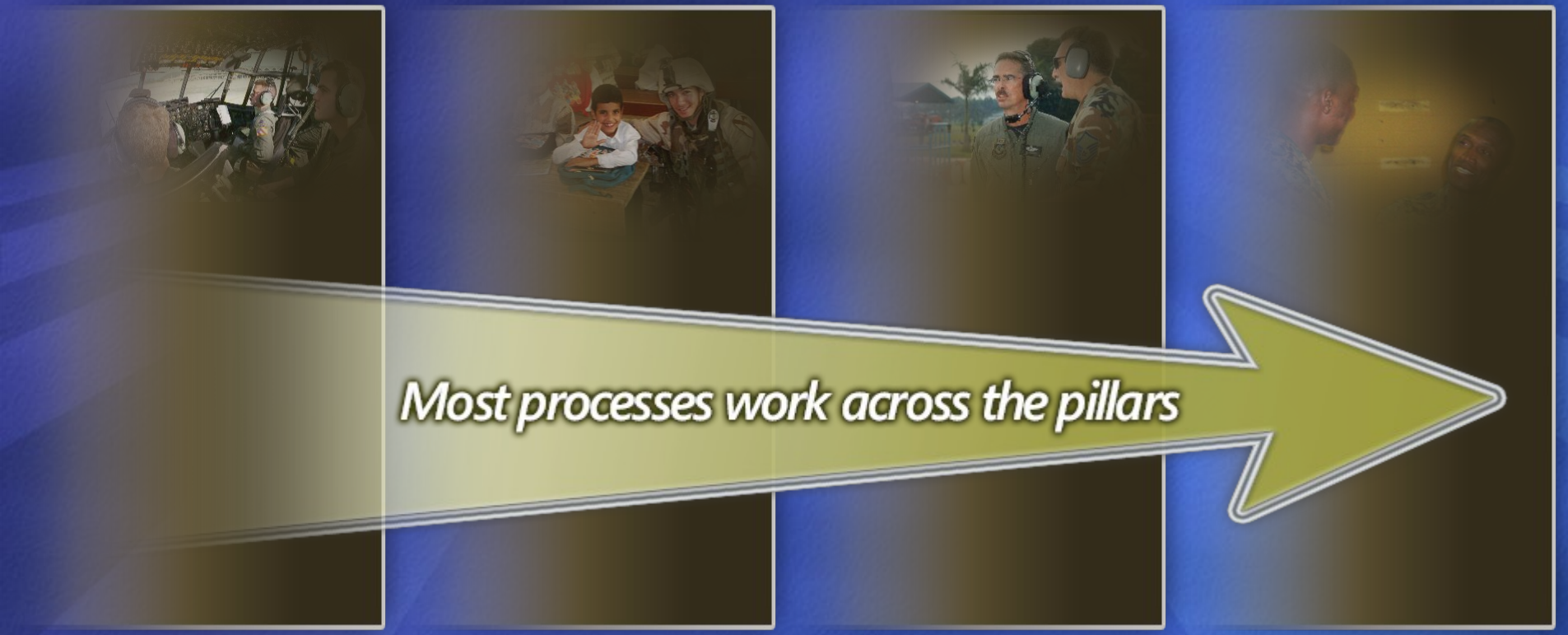
Each pillar does offer solutions on its own, but…

Integrated Communications

Collaborative Work Spaces

Access to Information and People

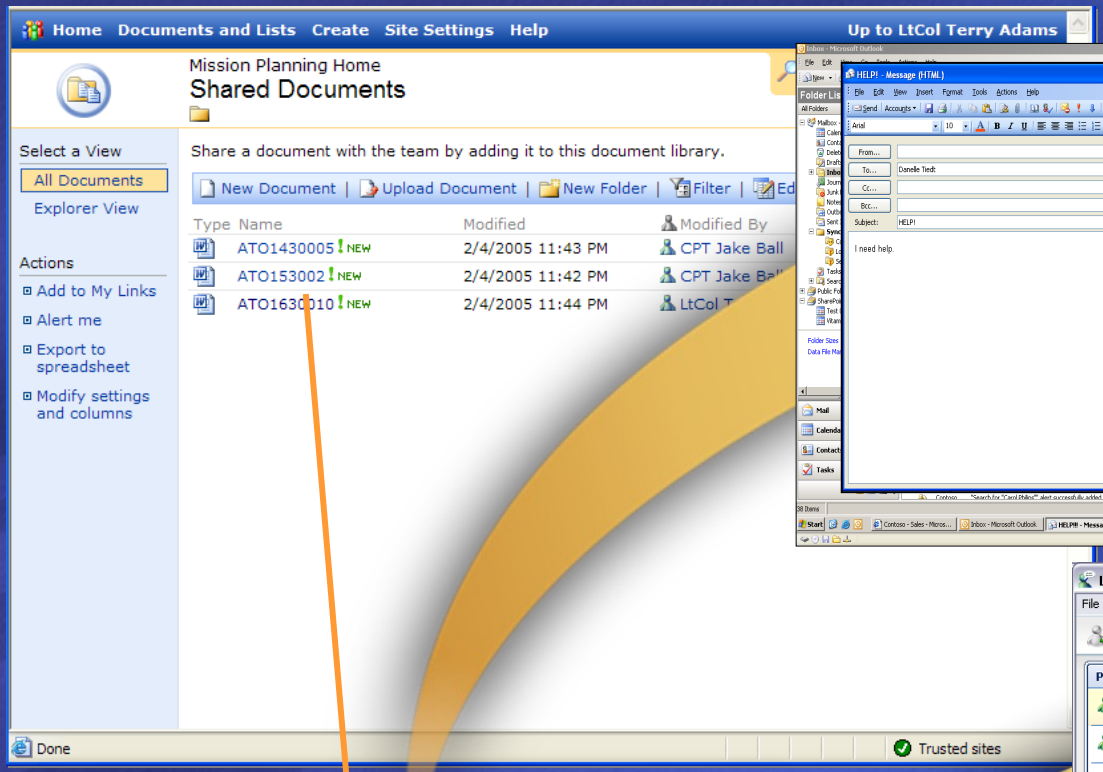
People – Driven Processes

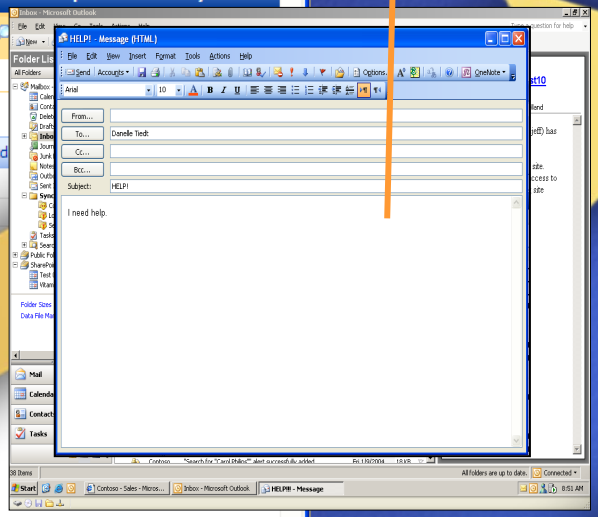


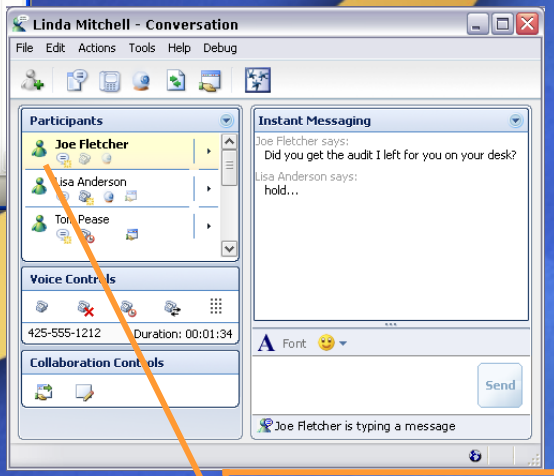
Most processes work across the pillars

Mission Planning Scenario

Email to Logistic Support







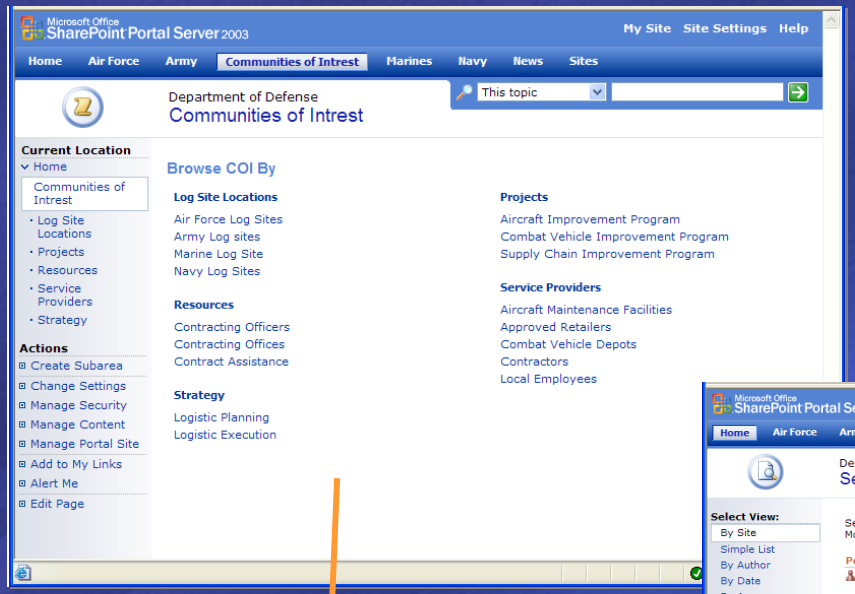
Logistic Support

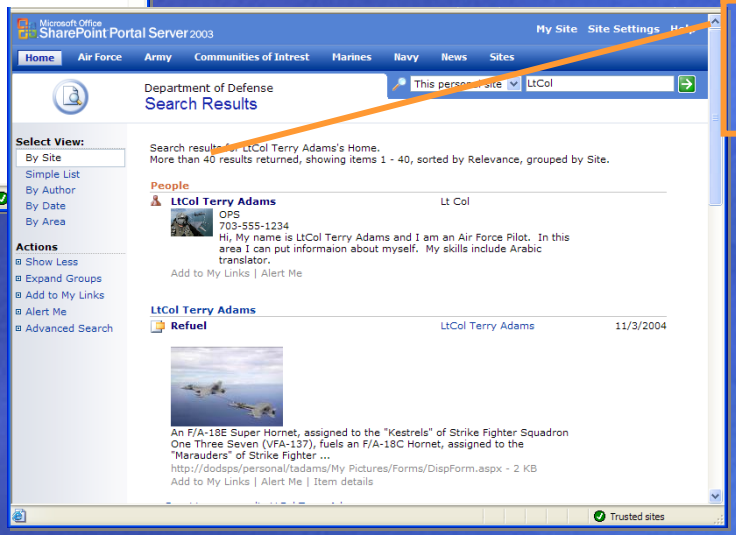
Mission Planner

Checks SharePoint site for mission information

Presence enables the Logistics Support planner to contact the Mission Planner directly

Mission Planning Scenario





Search locates experts based on user profiles, My Site content

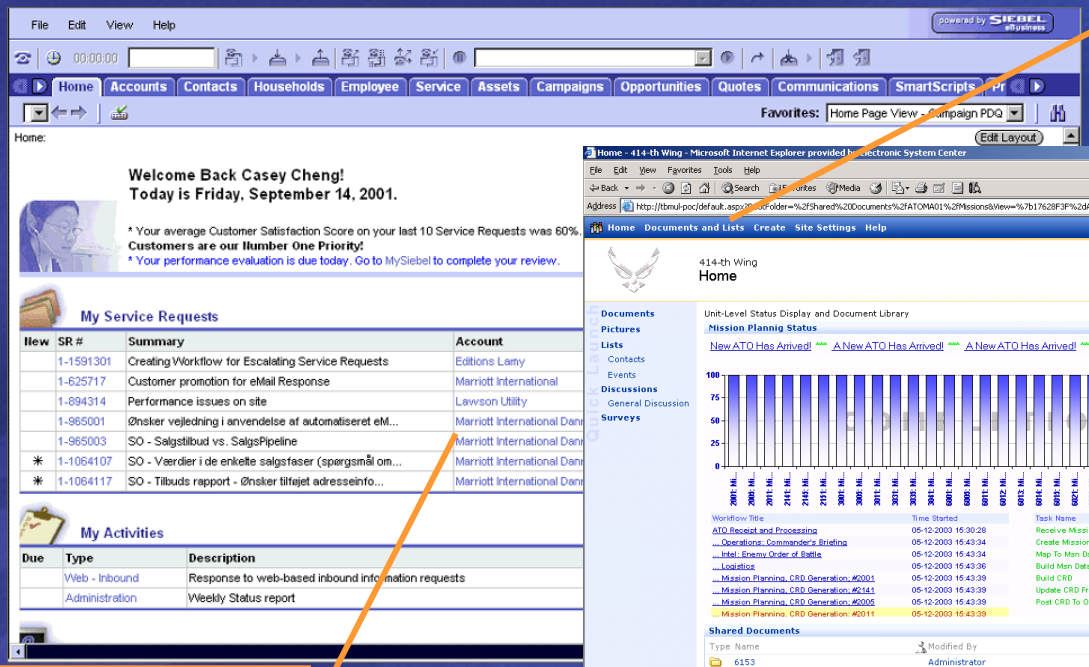
Communities of Interest are identified and investigated for experts

Mission Planner

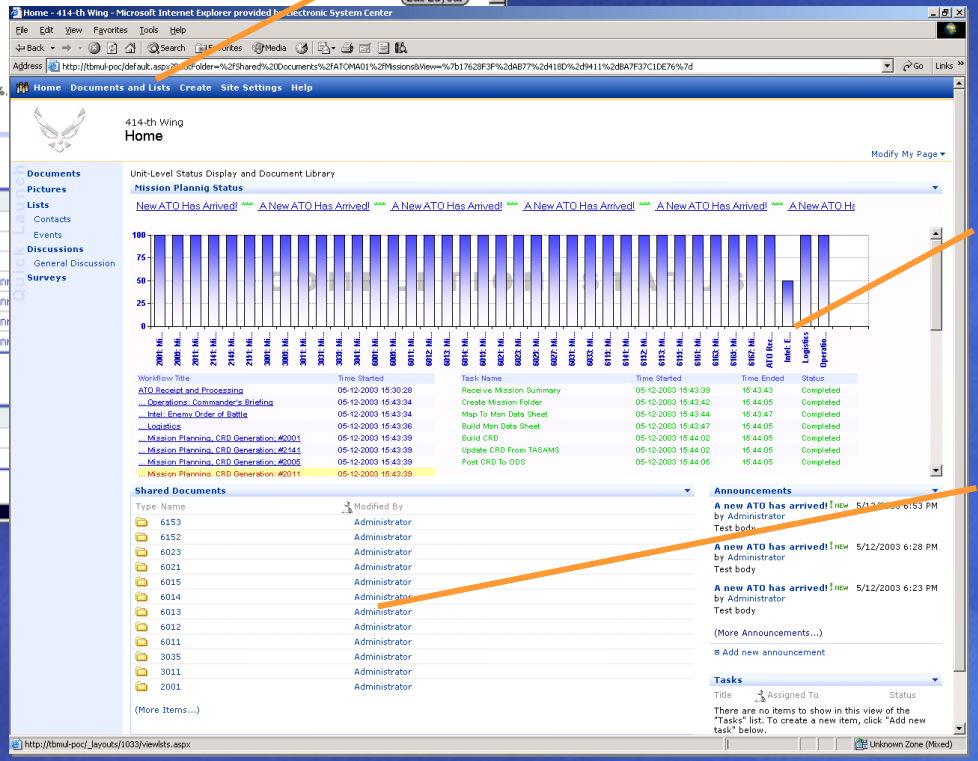
Mission Planning Scenario

Visits the SharePoint site to determine status

Logistic Support



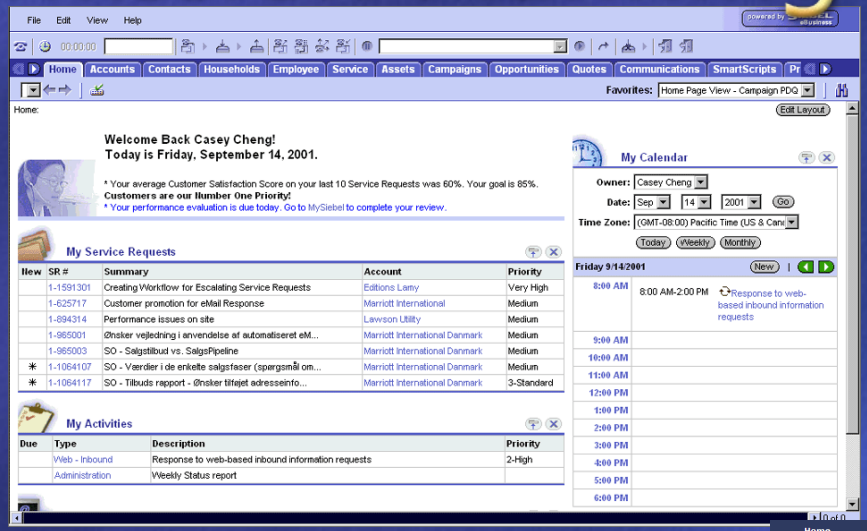
LOB application checked for part status

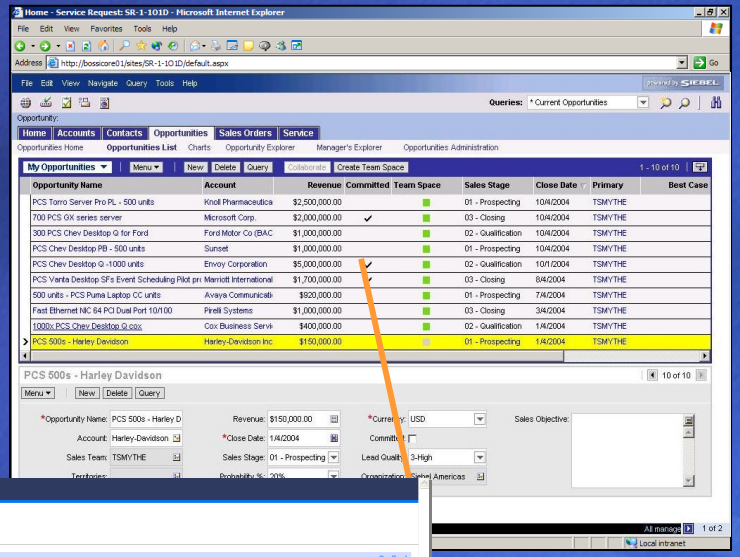


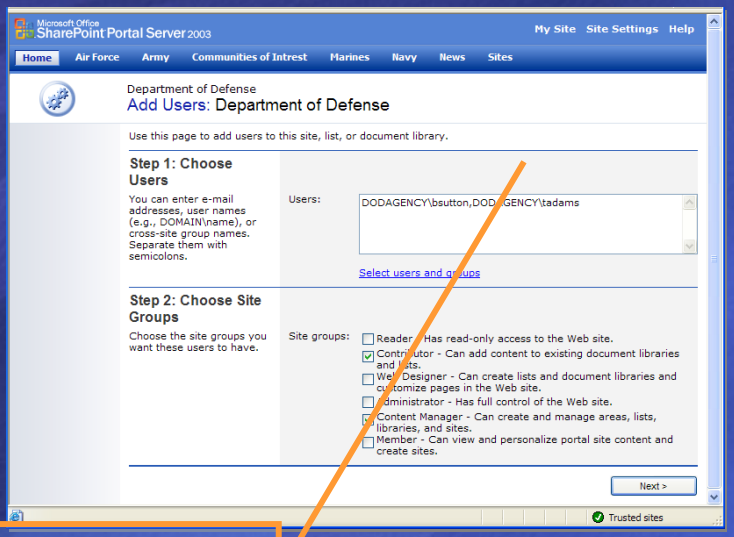
Real-time Reporting from LOB databases

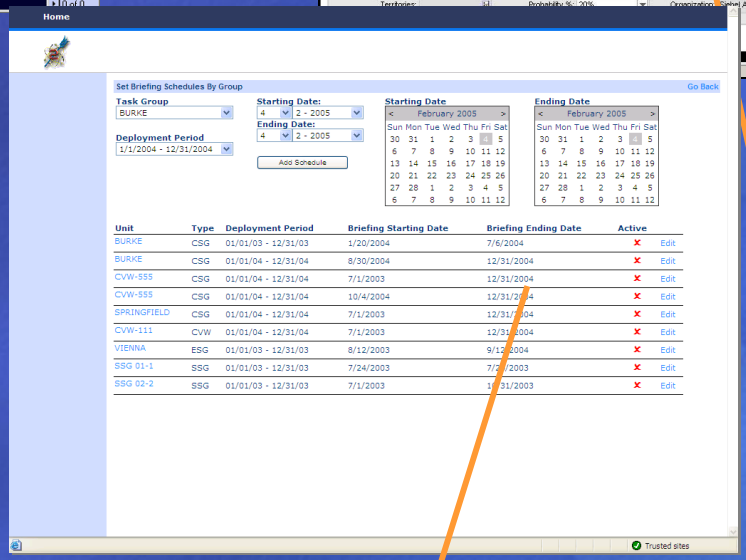
Smart client access to real time parts status

Mission Planning Scenario









LOB application automatically provision a new SharePoint site for resolving this case

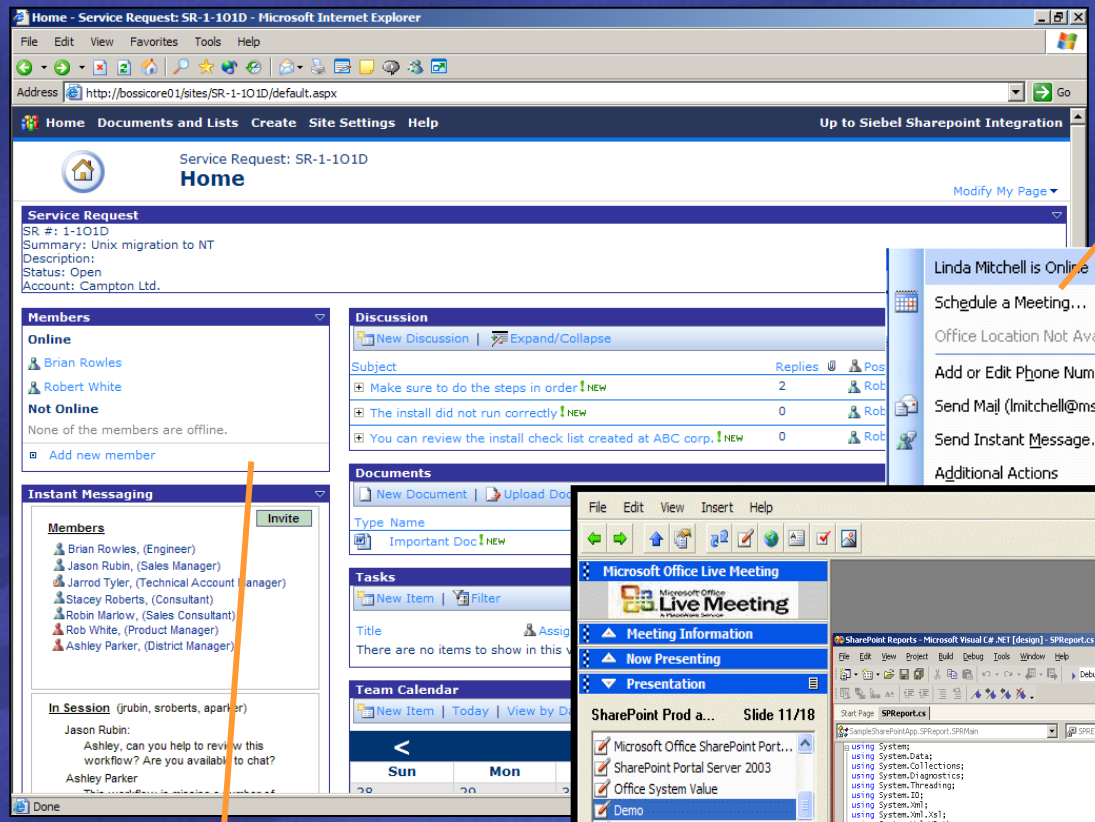
Experts invited to the LOB-created site and added as members

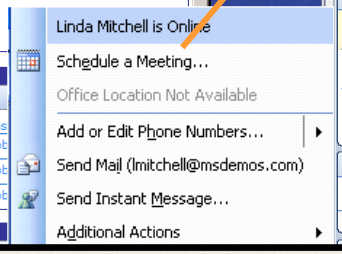
Web Parts enable display of LOB parts and case information

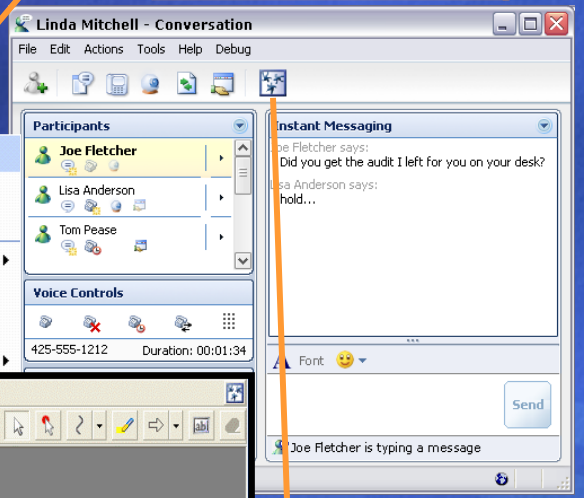
Logistic Support

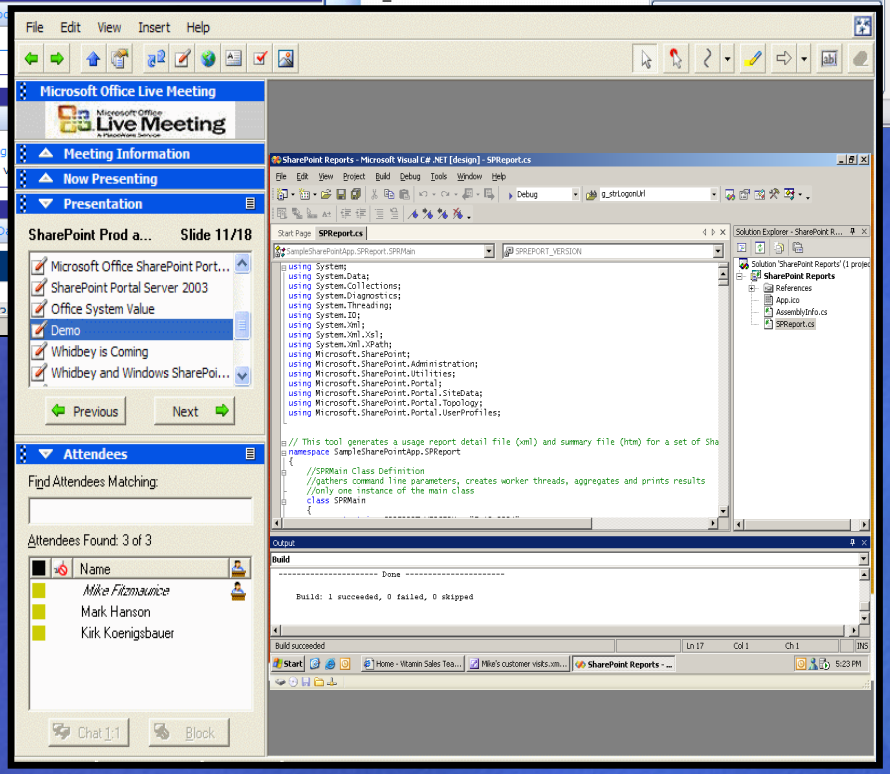
Mission Planning Scenario

Presence enables rapid seamless communication on demand









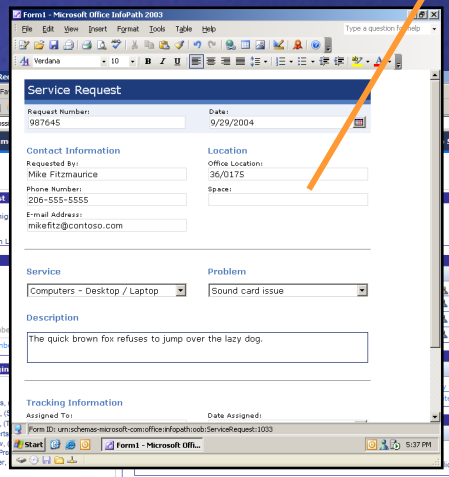
Presence reflects new experts as site members

Experts are global, so “Meet Now” starts a LiveMeeting session – whiteboards, desktop sharing, etc.

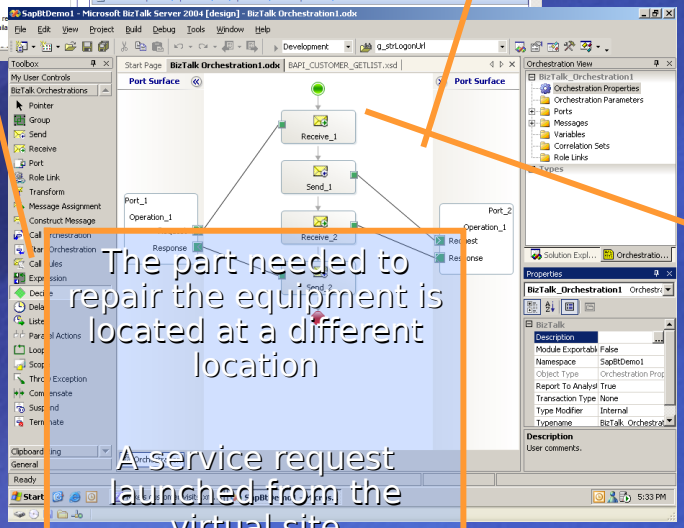
Logistics Support

Mission Planning Scenario

Logistics Support Technician completes the form to expedite the part



Form is routed via integrated workflow, which completes the process, updating all involved applications and people…



The part needed to repair the equipment is located at a different location

A service request launched from the virtual site

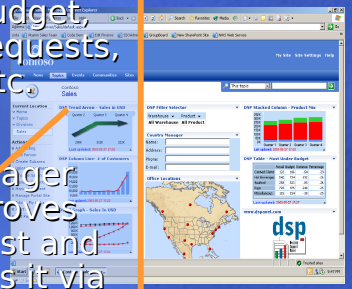
Form is picked up and processed by workflow servers;

info is retrieved from LOB and legacy apps

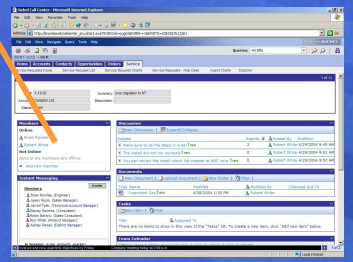
Form is emailed to G4 with new data on budget, prior requests, etc.

Budget is updated

Manager approves request and returns it via email



LOB part request is closed



Logistic Support Technician and Mission Planner is notified via built in alerts

Business Value of Pervasive Collaboration

Qwest

20% decrease in time to bring new products to market

Cheskin

30% faster on-boarding new employees

AIR MOBILITY COMMAND

Reduces staff processing hours by an estimated 75%, with a cost avoidance of $34 million annually

FEDERAL AVIATION ADMINISTRATION

66% reduction in time to complete regulatory processes

GKO
Guard Knowledge Online

Knowledge management for over 650,000 Army Guard, Air Guard, and state employees

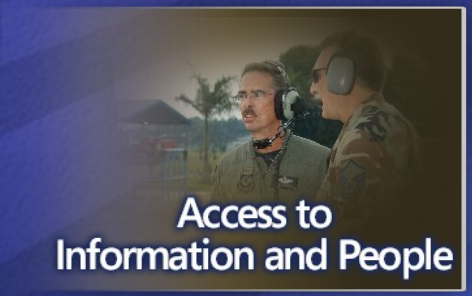
U.S.ARMY

When we compared functionality and cost, Microsoft was the clear winner

bp

10% decrease in technical support costs

Familiar Applications And Platform



Microsoft Office Live Meeting

Microsoft Exchange Server

Microsoft Office Live Communications Server 2005

Microsoft Office

Microsoft Windows SharePoint Services

Microsoft Office SharePoint Portal Server

Microsoft Content Management Server 2002

Microsoft Office InfoPath 2003

Microsoft BizTalk Server

Microsoft Office Project Server

Microsoft Office

Microsoft Windows Server System

Delivering With Partners

Developer and partner ecosystem improves support

- Microsoft
- Platform
- Horizontal Products
- Tools
- Brand

Training
Field Integration
$1.7B Investment

- Partners
- Vertical/horizontal focus
- Custom Solution development
- Go-to-market expertise

2.5M .NET Developers
1.5M Certified Professionals

70k Microsoft trained partner employees
>700k partners total

- Customers
- Horizontal or vertical business needs
- Choice of Microsoft, Partner, or both

Microsoft Is Your Partner For Collaboration Solutions

Comprehensive portfolio

Scalable enterprise offering

Vibrant developer and partner community

Commitment to inter-operability

Understanding of end user and IT Pro needs

Long-term vision, perseverance, and global

Microsoft®

Your potential. Our passion.™

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